

Water Service Worker (3931)
Task List (2016)

1. Resolves customer complaints by conducting visual inspections, pressure tests, and flow tests of services and property pipes in order to determine the validity and cause of the problem, and whether the problem is the owner's responsibility or the department's.
2. Performs maintenance work around or in a meter box such as cleaning the meter box, adjusting the meter box to grade, uncovering the meter box, replacing damaged or missing center pieces, or removing grass, ivy, roots, dirt, and water using a shovel, meter hook, digging bar, or other methods in order to make the meter more accessible for future maintenance.
3. Disassembles and rebuilds various types, makes, and sizes of water meters from 5/8" to 10" using screwdrivers, impact wrenches, taps, scrapers, pipe wrenches, hammers, socket wrenches, ratchets, and T-handles in order to prepare the meter for repairs and testing to American Waterworks Association standards.
4. Replaces old and broken meter components such as the bypass chamber, main line measuring unit, and register with rebuilt or new parts to restore the water meter to working condition.
5. Locates meters by using water service maps, Google maps, sounding bars, pipe locating equipment (e.g., Goldak), meter reading comments, or by asking the customer where the meter might be located in order to obtain a meter reading.
6. Visually confirms address, meter number, electronic radio transmitter number, meter size, meter kind, and meter readings by referring to a handheld device or written document to determine the correct meter to perform work on.
7. Operates a two-way radio or cell phone in order to respond to dispatched calls such as temporary shut offs, check source of water, and customer complaints.
8. Transports water meters to appropriate work areas using proper lifting techniques or appropriate equipment such as a hoist or forklift in order to safely transport water meters.
9. Notifies the water trouble board and/or the customer verbally or in writing in order to initiate repairs.
10. Creates an order for concrete by filling out relevant forms, taking pictures with a cell phone or camera, and documenting specific hazards pertaining to the repair needed.
11. Tracks inventory of meter parts and appropriate apparatuses by physically counting stock on hand, ordering new stock as necessary, and keeping records of materials and meters received in order to ensure that materials and equipment are available when needed.
12. Creates record of completed field activities and trouble orders by manually inputting comments into an electronic handheld device as well as documenting data on daily work standards in order to inform management.

13. Prioritizes and plans work to be performed by reviewing work orders or field activities and determining the length of time required for each job to be completed based on the type (e.g., leak, no water, dirty water) and urgency of the field activity using independent judgment, Thomas Guide maps and/or the global positioning system in order to ensure that all work is accomplished efficiently and in a timely manner.
14. Assists in the testing of water meter accuracy in the field or shop using testing equipment such as test rack, portable test tank, or a comparison meter in order to determine whether the water meter needs to be repaired and recalibrated.
15. Assists in the review of field activities and historical maintenance records by visually examining printed documents and electronic billing and maintenance records on the customer care and billing system to identify probable cause of customers' billing issue.
16. Uses required safety and personal protective equipment such as hard hats, boots, vests, gloves, ear protection, and safety goggles when performing job assignments in order to be in compliance with safety requirements, standards, and procedures.
17. Stocks meter utility truck manually with tools such as meters, meter boxes, meter box covers, and water meter parts and fittings that might be needed to complete the daily job assignments.
18. Performs daily walk-around inspection of assigned vehicle before leaving the yard in order to ensure that the vehicle is safe to operate.
19. Drives a meter utility truck to the worksite to complete job assignments.